

230074

Public Service Commission of South Carolina
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Columbia, SC 29210



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www.psc.sc.gov

Email form to: contact@psc.sc.gov

* Required Fields

Letter of Protest

Print

Email

Date: * May 23, 2011

in Docket * 2011 - 47 - WS

Protestant Information:

Name * Rodney L. Grantham

Mailing Address * 256 Loskin Lane

City, State Zip * Lexington, SC 29073 Phone * 803-381-4210

E-mail Rodneyg902@sc.rr.com

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

We are currently a customers of CWS. We have lived at our current residence for the past 7 years.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

We are greatly contesting the increase of the water rates due to the service and billing problems that we have had. Over the past few years we have had major inconsistencies in our bills. Many times when we have called customer service and they have had no answers as to why our bill is incorrect. We have been told numerous times it was because they were switching to a new billing system. The bill that we were calling about did not even match their records for the same billing period. Our meter and our neighbor's meter are grass covered and do not appear to have been read in a few months. They also charge us a prorated fee for water that is passing through their meter before it reaches our home. If there is a leak in the line they have no need to fix it quickly because we are paying for the water that is leaking out. Until many of these problems are corrected I do not feel that CSW needs to increase their rates. Until they can explain to us what we are currently paying for and their customer service people can explain the numerous errors in our bills and we can see that our meters are actually being read, there should be no rate increase.

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? *
(This section should be completed.)

I would be glad to testify at the hearing concerning this matter. I will be free to do so after the 3rd of June, 2011.

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